

**INDIAN HEALTH SERVICE
INFORMATION SYSTEMS COORDINATORS
MEETING ACTION ITEMS**
Albuquerque, New Mexico
June 22-23, 2004

1. *Division of Information Resources Action Items:*

- A. Electronic Health Record (EHR).
 - 1) Visual Aids. The ISCs requested visual aids in addition to or instead of PowerPoint presentations. There is a short video clip on the EHR site they have found to be much more effective than the PowerPoint presentations currently available on the EHR website.
 - 2) Server Sizes. The DIR/ITSC will develop recommendations for server sizes to support the EHR at sites based on the size of the facilities and workload volume.
- B. IT Workforce Planning.
 - 1) Position Descriptions. Rachael Tracy, DIR, will distribute recommended Position Descriptions (PDs) for IT Specialists in the 10 IT specialized categories and PDs for the Clinical Application Coordinators broken down by grades and corresponding billets to the ISCs by the end of July 31, 2004.
 - 2) Central Classification. Rachael will coordinate having the PDs classified centrally.
- C. Self-Determination Services Organizational Component. The DIR needs to put the SDS on the DIR reorganization documents. Not currently on the draft charts Keith provided.
- A. VBNS Network. L.J. Baca, TMT/ITSC, will send PIX firewall switch fixes to Area ISCs as they are discovered when a Area-wide fix applies. Examples include Autosensing versus hard coding, etc.
- B. Web-Based Software. The DIR/ITSC will elevate web-based software as a priority in the test environment.
- C.

Virtual Private Networks (VPNs).

- 1) Increase VPN Accounts. The DIR/ITSC will identify ways to increase the number of VPN accounts the IHS has to accommodate. There are 49 VPN requests presently in the queue. This is a DIR priority item that needs addressed immediately.
- 2) The DIR/ITSC will provide Area ISCs with a list of current VPN accounts for their respective Areas/organizations by June 28, 2004.
- 3) Alternatives. The ITSC will examine alternatives to VPNs such as Secure Shell.

D. Active Directory.

- 1) Network Address Translation (NAT). Karen Wade, TMT/ITSC, will distribute the NAT to the ISCs.
- 2) AD Workgroup. Matt Parkinson will coordinate the establishment of the AD workgroup with Karen Wade. Members will be Larry Johnson, Don Sawyer, Joe Baczkowski, Mike Alpert, Bob Gemmell, and Dan Wood.

E. IP Ranges. Karen Wade, TMT/ITSC, will distribute IP Address ranges to the ISCs for their respective organizations.

F. Cache.

- 1) Contract Assistance, Rick Pullen or Dale Smith will assist ISCs requesting access to contract vehicles in place at the ITSC for Cache assistance at the Areas.
- 2) CMBSYB Passwords. Rick Pullen and Dale Smith will reset the passwords and issue them to the ISCs.

G. Help Desk Workgroup. The CIO recommended that the ISCs establish a workgroup for Help Desk issues. Members identified are: Matt Parkinson, Jan Bergemann, Val Calder, Tony Davis, LeAnn Christianson-Chair, and Ray Richardson. Issues workgroup will address include the following:

- 1) Incidents. The Help Desk will make incidents available nationally in the future (currently only available within the Area that has the incident) through the Peregrine Service Center.

- 2) Error Message. Jan requested an error message be placed in subject line of trouble call/ticket (example: undef).
 - 3) Help Desk Calls. Area ISCs can call Ray Richardson Help Desk Team Leader, directly on incidents that cannot be resolved at the Area level at (505) 248-4920.
 - 4) Responders. The ITSC will look at the feasibility of rotating subject matter experts through the Help Desk to assist and take calls.
 - 5) Recording Calls. The ITSC will ensure that all calls for help are recorded in the Service Center, regardless of point of contact (i.e., developers, subject matter experts, etc. will be responsible for recording information into the system on calls they receive directly).
- H. ITSC/DIR Contracts. The ITSC will ensure ISC input in identification of requirements and functionality prior to awarding enterprise contracts that Areas are expected to make purchases through.
- I. iSDP Contracts.
- 1) Intra-Agency Agreements. Matt Parkinson will distribute sample agreements and assist Areas that are interested in establishing Area-level agreements with the NIH so the Areas can purchase directly from iSDP vendors, through him, by IPACing funds directly to NIH instead of having to transfer funds to Headquarters internally.
 - 2) Tribal Notification of iSDP Contracts Available. As soon as the iSDP contracts have been awarded, Matt Parkinson will make the information available to Area ISCs to provide to their respective tribes/tribal organizations in the event they would like to utilize the contract vehicles directly. Matt will also provide contract information to the ITSC Self-Determination Services staff (Sam Berry and Bruce Parker) to use in tribal negotiations and to make the information available through their Website.
- J. Wireless Networks. The CIO will issue written wireless network technical specifications to the Areas as soon as possible. The ISCs agreed that sites that are already utilizing a wireless network will have until December 31, 2004, to make their wireless networks FIPS 140-compliant.
- K.

Information System Security Officer (ISSO).

- 1) ISSO Area Office Training. The ISCs requested that ISSO training be made available to Area staff at the Area Offices.
- 2) IT Technology Conference Security Training Track. If possible, the DIR/ITSC will offer an ISSO training track during the IT Technology Conference.
- 3) SSAT Template. The ISCs requested that the IHS Senior ISSO provide a standardized SSAT template, with RPMS-specific criteria identified.
- 4) Area ISSO Full-Time Positions. The ISCs requested that the CIO issue written support for full-time ISSO positions to be established in the Area Offices. These are required to comply with the HIPAA Security Rule that becomes effective in April, 2005, in addition to JCAHO requirements and CMS security regulations currently in place.

Information System Coordinator (ISC) Action Items:

- L. Chief Information Officer (CIO)/Information Systems Coordinator (ISC) Closed Session. The ISCs will provide the CIO with a list of recommendations based on their closed session with the CIO and including other items as a resulting from the ISC meeting in general.
- M. Diabetes Program Resources. The ISCs will provide the CIO with Area feedback on how they will be using the Diabetes program IT resources that are going to be made available to them. The CIO would like to see the Areas' time tables for their proposals.
- N. Self-Determination Services Tribal Share Workgroup and Members. The ISCs will establish a workgroup to address and identify tribal share distribution issues for negotiations. Kevin Rogers, Wes, Rich Hall-Chair, Jan, and Bruce were identified as the workgroup. Area Lead Negotiator representation will be identified to participate on the workgroup.
- O. Virtual Private Networks (VPNs).
 - 1) Active Accounts. The ISCs will update their respective Area's list of individuals that currently have VPN access and delete persons who no longer have a need for it or have inactive accounts to allow new users requiring VPN access to have an account. The ISCs established a deadline of July 9, 2004 for this activity.
 - 2) Alternatives. The CIO asked that Areas identify and address management issues and controls for VPN use and access at the local level.
- P. Help Desk Workgroup. The CIO recommended that the ISCs establish a workgroup for Help Desk issues. Members identified are: Matt Parkinson, Jan Bergemann, Val Calder, Tony Davis, LeAnn Christianson-Chair, and Ray Richardson.
- Q. USAC Reimbursements. Any Area that would like to directly work on their USAC reimbursements with local telephone vendors instead of having the DIR/ITSC administer this activity on behalf of the Area should contact Jackie Atauvich, Management Analyst, TMT/ITSC at Jackie.atauvich@ihs.hhs.gov or at (505) 248-4416.
- R. MSCE. The ISCs will contact Tom Fisher, TMT/ITSC, to request access to the Microsoft Engineer Contractor to assist Areas with their Active Directory issues.

- S. Cache Contract Assistance. The ISCs will contact Tom Fisher to request access to contract vehicles in place at the ITSC for Cache assistance at the Areas.
- T. Telecommunications Network Support. The CIO recommends that the ISCs establish a workgroup for telecommunications network support issues. Val Calder, Matt Parkinson, Steve Lopez-Chair, Lee Stern, Wes Old Coyote, and Tom Fisher will be members of the workgroup.
- U. ISC Meeting Schedule.
 - 1) The ISCs next meeting will be on Monday all day at the IT Technology Conference in Scottsdale, Arizona, in August.
 - 2) The next ISC conference call is on the regularly scheduled date, second Tuesday of the month. The ISCs will provide reports on the status of ISC meeting action items, including newly established workgroups. The CIO will provide staff support for the monthly conference call.
- V. ISC Charter. The ISC Chair will provide the IHS CIO with the ISC changes to the draft ISC Charter Circular and the CIO will process the charter through official IHS channels for the IHS Director's approval.